

Message Text

UNCLASSIFIED

PAGE 01 QUITO 02597 212003Z

ACTION COME-00

INFO OCT-01 ARA-10 ISO-00 EB-08 /019 W

-----221159Z 051073 /20

R 211940Z APR 77

FM AMEMBASSY QUITO

TO SECSTATE WASHDC 4015

INFO US DEPARTMENT OF COMMERCE

DISTRICT OFFICE

11777 SAN VICENTE BUILDING

ROOM 800

LOS ANGELES, CALIFORNIA 90049

UNCLAS QUITO 2597

E.O. 11652: N/A

TAGS: BDIS, EC

SUBJECT: TRADE COMPALINT: CASA CRISTOBAL COBO C.A.

TO. MR. LONNIE MARTIN

TRW DATACOM INTERNATIONAL, INC.

10880 WILSHIRE BUILDING

LOS ANGELESE, CALIFORNIA 90024

1. EMBASSY HAS BEEN APPROACHED BY MR. CRISTOBAL COBO, GENERAL MANAGER OF CASA CRISTOBAL COBO C.A., P.O. BOX 210-A, QUITO, ECUADOR (VERY LARGE FIRM DEALING WITH AUTO SPARE PARTS, AND FAVORABLY KNOWN TO THIS EMBASSY) AND REQUESTED ASSISTANCE IN AN ATTEMPT TO SOLVE THE SERIES OF DIFFICULTIES THAT HIS COMPANY IS FACING WITH DATA POINT DATA PROCESSING EQUIPMENT BOUGHT FROM SISTEMAS DE CONTROL WHILE THIS LOCAL COMPANY REPRESENTED DATA POINT IN ECUADOR.

2. MR. COBO CLAIMS THAT THE EQUIPMENT HE BOUGHT IS NOT FUNCTIONING PROPERLY; THAT SISTEMAS DE CONTROL HAS NOT COMPLIED WITH THE SALES CONTRACT; THAT AR INTERNATIONAL, UNCLASSIFIED

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THE NEWLY APPOINTED REPRESENTATIVE OF DATA POINT, DOES NOT WANT TO TAKE OVER THE RESPONSIBILITY FOR MAINTAINING THE EQUIPMENT;A AND FINALLY, THAT NEEDED SPARE PARTS ARE NOT AVAILABLE.

3. EMBASSY CONTACTED MR. ROBERTO CAMACHO OF SISTEMAS DE CONTROL, WHO INDICATED THAT PROBLEMS IN THE EQUIPMENT

ARE DUE TO A DAMAGED PART (ASSY NO. 5 10-0747 REV. 002--
2K PROM MEMORY), AND THAT HIS COMPANY IS NO LONGER ABLE
TO OBTAIN THE PART BECAUSE TRW DATACOM WOULD NOT SELL IT
TO HIM.

4. WHEN EMBASSY CALLED AR INTERNATIONAL AND LEARNED
THAT MR. ALEX RESHUAN, THE GENERAL MANAGER, WAS NOT IN
ECUADOR, WE SPOKE TO AN ECON. MANZUR, OF THE FIRM, WHO
INDICATED THAT EVEN THOUGH HE WAS NOT FULLY AWARE OF THE
PROBLEM HE UNDERSTOOD THAT RESHUAN WAS PRESENTLY WORKING
ON A SOLUTION.

5. EMBASSY IS CONCERNED THAT THE REPUTATION OF DATA
POINT EQUIPMENT MIGHT BE SERIOUSLY AFFECTED BY THIS
PROBLEM. WE SUGGEST THAT TRW DATACOM DO WHAT IT CAN
TO REMEDY THE SITUATION, AND THAT THE EMBASSY BE
NOTIFIED OF WHATEVER ACTIONS ARE TAKEN. PLEASE SEND
CORRESPONDENCE TO: ROBERT H. BATEMAN, COMMERCIAL
ATTACHE, AMERICAN EMBASSY, QUITO, ECUADOR.
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Message Attributes

Automatic Decaptioning: X
Capture Date: 01-Jan-1994 12:00:00 am
Channel Indicators: n/a
Current Classification: UNCLASSIFIED
Concepts: n/a
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Decaption Date: 01-Jan-1960 12:00:00 am
Decaption Note:
Disposition Action: n/a
Disposition Approved on Date:
Disposition Case Number: n/a
Disposition Comment:
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Disposition Event:
Disposition History: n/a
Disposition Reason:
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Executive Order: N/A
Errors: N/A
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Original Handling Restrictions: n/a
Original Previous Classification: n/a
Original Previous Handling Restrictions: n/a
Page Count: 2
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Previous Classification: n/a
Previous Handling Restrictions: n/a
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Retention: 0
Review Action: RELEASED, APPROVED
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Review Release Date: n/a
Review Release Event: n/a
Review Transfer Date:
Review Withdrawn Fields: n/a
SAS ID: 2737108
Secure: OPEN
Status: NATIVE
Subject: TRADE COMPALINT: CASA CRISTOBAL COBO C.A. TO. MR. LONNIE MARTIN TRW DATACOM INTERNATIONAL, INC.
TAGS: BDIS, EC
To: STATE
Type: TE
vdkgvwkey: odb://SAS/SAS.dbo.SAS_Docs/324e30a1-c288-dd11-92da-001cc4696bcc
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